

COMPLIANCE SPECIALIST

Department	Compliance		
Supervisor	Network Administrator Manager	Status	Full Time, Non-Exempt
Revised	June 2025	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work, FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at no out of pocket cost to the employee. Ensuring health and wellness are always prioritized and putting great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of the line at 6%. We feel assisting our employees in securing their financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Compliance Specialist will be responsible for developing contracts, monitoring compliance, and providing quality assurance and technical assistance to providers within an array of family service providers contracted by the Family Impact Network to serve vulnerable children and families. This position is responsible for the ongoing monitoring of performance and contracted client services, supporting evaluation and management of contracts, and providing excellent customer service and quality assurance within the network.

ESSENTIAL JOB FUNCTIONS

- Works with the Network Administrator Manager to receive guidance and oversight for day-to-day responsibilities.
- Monitor contracts with service providers.
- Investigate complaints made against providers and analyze results to identify trends.
- Focus on continuing improvement of the network as a result of discoveries in complaints and have daily direct communication with contractors and providers.
- Manage complaint tracking system data entry.
- Monitor contractor performance and evaluate compliance of terms and conditions, including those around child safety, staff qualifications, and general administration.
- Assign and monitor corrective actions for providers as needed.
- Conduct on-site visits to providers for monitoring activities, including traveling up to 6 days per month seasonally.
- Meet with prospective providers and assess ability to fulfill contract requirements.
- Develop and present formal written reports regarding monitoring and complaint results.
- Conduct and participate in special projects and studies and make recommendations or redesigns to improve network performance.
- Assist in the development of Performance Based Contract reviews, reports and processes for measuring, tracking, and analyzing outcomes.
- Liaison with Washington State's Department of Children, Youth and Families to develop and implement sound quality assurance and quality management procedures.
- Manage background checks and professional certification in the system of care, and appropriate application, compliance, and tracking.
- Maintain familiarity with applicable laws, statutes, code, policy, and contractual requirements.
- Evaluate processes for error source and identify improvements.
- Collect, organize and distribute documents for all contractors, subcontractors, and DCYF.
- Identify provider training needs and supporting resources, based on contract requirements.
- Develop procedures relevant to contracts, compliance, and quality assurance.
- May also work across teams depending upon needs.

QUALIFICATIONS

- Bachelor's Degree preferred (but not required) or;
- Associate's degree in social work, Administration, Legal Administration or closely related field.
- 2 years' experience in contract compliance or the development and administering of agency procedures and contracts; OR 2 years' progressive responsibility in a front-line or supervisory role within a child-focused setting and/or exposure to performance management.
- Knowledge of system of care and provider networks preferred.

REQUIRED SKILLS

- A deep commitment to equity, strong alignment with our mission and values, the ability to integrate this commitment and alignment into daily activity.
- Demonstrated evidence of commitment to building and nurturing trust-based relationships, collaboration, and teamwork at all levels.
- Ability to manage multiple priorities and meet deadlines independently.
- Strong organizational skills and time management.
- Excellent attention to detail and follow-through.
- Ability to give performance-based feedback with clarity and respect.
- Ability to handle confidential information in a professional manner.
- Ability to identify the distinction between human errors and intentional acts.
- Evidence of being a team player and supportive colleague with strong interpersonal skills.
- Ability to work in a high-pressure, fast-paced environment.
- Ability to be flexible with direction changes and solve problems.

- Must be flexible for travel (within Washington State) for on-site monitoring's, travel will vary depending on monitoring schedule.

ESSENTIAL PHYSICAL SKILLS

Possess physical health and stamina to consistently carry out job duties and essential functions over the course of a workday. Ability to operate a motor vehicle and meet FIN standards for acceptable driving record.

ENVIRONMENTAL CONDITIONS

Generally, a hybrid work environment which includes both remote and in office work.

Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the position.

TO APPLY:

Candidates may submit their cover letter and resume to Kellie Miner, Human Resources Generalist at kellie@familyimpactnetwork.org

DISCLAIMER:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.